

This section provides advice and information about consumer's rights and responsibilities, provides information as to appropriate business practices, and information as to complaint records of businesses. Attempts to resolve written complaints involving goods or services purchased for home, family or personal use. Refers complaints to other state or federal agencies as appropriate. Monitors complaints for violations of state and federal statutes for unfair or deceptive business practices, and consults the Legal Division as appropriate.

## **CONSUMER SERVICES DIVISION**

This section is responsible for the preparation of all news releases, scripts, major media campaigns and other public relations and informational, educational services. All media calls should be directed to this section. Also assists in planning and implementing statewide educational services; organizes and participates in seminars and instructional courses for consumer education; and develops educational material.

## **P U B L I C INFORMATION & E D U C A T I O N D I V I S I O N**

The investigative and legal enforcement activities of the Department are assigned to the Legal Division. Selected consumer complaints are investigated for possible violations of the law. The Division cooperates with appropriate federal, state, county, and local authorities as required. Investigations conducted include both an information gathering procedure on selected complaints where suspected violations of the Code may be involved as well as more formal investigations where a violation of the Consumer Protection Code or other law administered by the agency is either evident or suspected. In addition, the Division is responsible for licensing and issuing certificates of authority for the acts referenced in the Administrative Division.

## **L E G A L DIVISION**

The Division of Administration is responsible for providing budget, supply, personnel, training, data processing, and other administrative support to the Department. In addition, the Division is responsible for maintaining files and receipts of fees on the following acts: S.C. Consumer Protection Code and Credit Notification• Maximum Rate Schedules• Motor Club Services Act•Physical Fitness Services Act•Pawnbrokers' Act• Mortgage Loan Brokers' Act•State Continuing Care Retirement Community Act• Athletic Agents Act•Staff Leasing Act.

## **ADMINISTRATIVE D I V I S I O N**

The Division represents the consuming public in public utility and insurance matters. The Division also monitors regulations, rate structures and policies of agencies with jurisdiction over public utility and insurance matters and reports to the public, through the media, proposed changes and the effects such changes on the lives of the citizens of the State. The Division is also responsible for the licensing of continuing care retirement communities.

## **CONSUMER ADVOCACY DIVISION**

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